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L21: Entry 15 of 16

File: USPT

Oct 28, 1997

DOCUMENT-IDENTIFIER: US 5682421 A

TITLE: Methods for implementing automated dispatch system

Detailed Description Text (131):

In accordance with a particularly preferred exemplary embodiment of the present invention, the detailed call information (step 528) is spoken to the technician so that the technician may hear the information using a conventional telephone. In this way, the technician need not carry with him a portable or handheld unit on service calls in order to access detailed call information.

Detailed Description Paragraph Table (2):

TABLE 2

Field Data Type Format Length Required Validation

Call ID

digit fixed 6 yes Must be a valid time, including seconds, (Field #2) based upon 24 hour clock. If the call ID is not found in the VRU, a warning will be provided at the end of the call data. If the call ID is not assigned to your extension number, a warning will be provided and you will be requested to confirm that you want to continue. Equipment ID alpha- variable 5 yes If the call ID was found in the first step, (Field #15) numeric then this field must equal the equipment ID assigned to the call. Dispatch Date digit fixed 6 no If entered, this field must be a valid (Field #52) date. If you skip the field, this field will be set to today's date. If this date is before the date you picked up the call from the VRU, a warning will be provided at the end of the call data. Dispatch Time digit fixed 4 yes Must be a valid 24 hour clock time. (Field #51) If this time is before the date and time that you picked up the call, a warning will be provided at the end of the call data. If this time is before the open date and time (call ID), a warning will be provided at the end of data capture. Arrive Date digit fixed 6 no If entered, this field must be a valid (Field #54) date, later than or equal to dispatch date. If you skip the field, it will be set to the dispatch date. Arrive Time digit fixed 4 yes Must be a valid 24 hour clock time, (Field #53) equal to or later than dispatch date and time. Completion date digit fixed 6 no If entered, this field must be a valid (Field #56) date, later than or equal to arrive date. If you skip the field, it will be set to the arrive date. Completion digit fixed 4 no If entered this field must be a valid 24 Time hour clock time, equal to or later than (Field #55) arrive date and time. If you skip the field, it will default to the current time (VRU clock). Call Completion digit fixed 1 yes One (1) if the call is complete, zero (0) if the call is not complete. If this field is zero (not complete), then you will be prompted for parts order data after you enter parts used data. Type Call alpha- variable 1 yes Validated against a type call table. (Field #28) numeric Primary Failure alpha- variable 2 yes Validated against a primary failure table. (Field #5) numeric Meter Reading digit variable 8 no While this field is not required, if it is (Field #7) skipped, a warning will be produced. Miles Driven digit variable 3 yes (Field #6) Service Copies digit variable 4 no Defaults to zero. (Field #8) SCR Number digit variable 6 no Defaults to zero. (Field #4) Assist Extension digit variable 6 no Valid technician extension. (Field #59) If this field is entered, then you will be prompted for assist used parts. Labor Charge digit variable 7 no If entered, the cents' positions must be (Field #60) included without a decimal point. This field is used to override the OMD labor charge. Part Quantity digit variable 3 yes Negative quantities are indicated by a leading zero. If this field

is skipped, (by entering just a *) then parts entry for the current category will be closed. If the current category is the final category for this call, then all entry will be closed. Part Number alpha- variable 16 yes Must be a minimum length of 4. numeric Part Charge digit variable 7 no If entered, the cents' positions must be included without a decimal point. This field is used to override the OMD labor charge.

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